

December 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2280	12/01/02	3	VCO was upset that CA did not follow instructions to enter # in recording and instead typed entire recording. VCO was difficult to understand so I repeated to her what she said to make sure I had all information correct. I apologized for inconvenience & told VCO I would meet with CA to discuss call. VCO did not want a call back.	12/01/02	I met with CA. CA said she had a very difficult time understanding VCO. She thought VCO was giving number to dial. CA demonstrated knowledge of procedure of entering info during recording.
3175H	12/04/02	21	Caller said this was a conference call and after the business part had ended people were having informal conversation that she wanted to hear. Caller said the agent typed a half page of 'gibberish' (suspect garbling) and wanted to know why this happened. Caller requested a supervisor to ask the agent what happened and call her to let her know (caller said she can hear 'one on one' but in a group setting cannot understand all that is being said. This is why she was on TTY during this conference call. I apologized to caller for the problem and let her know a complaint would be sent to investigate the issue. Call back requested from supervisor.	12/06/02	CA # does not exist. Unable to follow up with the agent. No further follow up possible. Called customer back and there was no answer. Left the customer a message to call back and the customer never called back.
3187H	12/07/02	17	Customer states agent did not reply when he wished her a Merry Christmas. He asked to file a complaint. CS took info and wished customer a Merry Christmas. Follow up requested.	12/07/02	I was assisting CA on this call. Call was 17 minutes long already and customer was trying to continually engage CA in personal conversation (after 17 minutes I told CA to send the alt 2 macro asking for number dial. I considered this issue to be resolved at this point. Followed up with customer and explained policy).
2296	12/09/02	3	Customer was upset that CA asked for long distance provider when it was already in customer notes. Customer told CA to read customer notes. Customer wants CA put on probation. I apologized to customer for inconvenience and said would meet with CA to discuss situation.	12/11/02	Followed up with CA, and CA stated that when she pressed the COC key - the alternative billing came up requesting 2 specific billing options. This is what CA typed back to the customer resulting in a chewing up of the CA by the customer and then disconnected. CA followed proper protocol.
6276X	12/12/02	21	The voice person complained that a TTY user called them and made sexual and obscene gestures to their young child.	12/12/02	Supervisor told the voice person to contact a supervisor if it continues to happen.
6276X	12/12/02	35			
1830	12/13/02	24	Called relay from work heard tones PBX.	12/13/02	Explained - does not want global block.

2304	12/13/02	6	Customer was unhappy because CA typed the wrong name. Also relay would not repeat name after OB voice hung up. I thanked the caller for taking the time to inform us of this matter and transferred them to customer service, to voice their concern per the policy they were complaining of. Not typing anything after the person hangs up.	12/13/02	CA said they thought they had typed the correct name. Coached regarding asking voice person to spell if unsure. CA followed procedure by not repeating name after voice person had hung up.
1831	12/16/02	35	Received obscene call through relay and was very upset.	12/16/02	Explained global block and all other info. She wanted the block called Sprint / Dorenda and implemented.
2309	12/17/02	21	Caller said CA "cost me money" and wanted CA fired. Caller did not go into detail of what specifically happened. I apologized for inconvenience and offered immediate credit to rectify the situation. Caller did not say "yes" or "no", only "thanks" and hung up.	12/18/02	Met with CA who remembered the call. Said there was a long list of instructions form TTY regarding specific names on answering machines. She didn't leave the message on the answering mach because specific name wasn't mentioned and this was in list of instructions. CA followed procedure according to TTY request.
3216	12/21/02	3	Customer was very angry by the actions of CA. Said CA didn't follow instructions, hung up on me and refused to respond to my questions. Going into more detail the customer said they asked CA to not announce just ask for specific person. If they ask who this is just say I'm calling for Tanya if she is not there just say thanks bye bye. Customer said CA did not ask for Kenny at all. After outbound person hung up CA refused to respond to my question. Customer asked for supervisor and CA hung up. I thanked caller for informing us. No call back requested.	12/21/02	CA states that they did ask for Kenny but forgot the rest of customers request. From then on CA began relaying. After outbound hung up inbound began using foul language toward CA. CA asked for a number to call and caller continued to use foul language. CA then typed they were disconnected and disconnected caller. CA says caller never asked for a supervisor. Coached CA on procedures regarding altered announcements. Also discussed how to handle difficult customers. I told CA we cannot disconnect callers. Appropriate action will be taken.
3216	12/21/02	5			
3216	12/21/02	21			
2320	12/28/02	0	Customer was angry that he had to wait so long to connect with relay. Said phone rang for 15 minutes before CA picked up. I apologized to the customer. No call back requested.	12/28/02	At time of customer's call our ASA was approximately 2.5 seconds. Entire network was extremely busy. CA processed call according to the procedures.

6309X	12/30/02	21	<p>Customer was verbally abusing agent about not processing call correctly. Supervisor came on line and caller said he wanted agent fired. Supervisor said he would review proper procedures and complaint with customer. Customer said that he wanted agent fired. Supervisor explained that he would follow up with agent but that we do not discuss disciplinary issues with customers. Supervisor apologized for poor service. Customer threatened to sue relay.</p>	12/30/03	<p>Supervisor offered to have his CM speak to the customer. Customer was not interested in this option. Instead customer asked supervisor to process call which supervisor did. Customer then hung up. Supervisor reviewed call with agent. Agent was not at fault.</p>
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January 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2326	01/01/03	3	Ca did not follow given instructions and refused to cooperate. Apologized for any inconvenience and issue would be taken care of.	01/04/03	Followed up with CA on call and CA indicated instructions had been followed. Info verified by asst. supervisor who assisted with call. Caller continually interrupted CA while typing. It is possible info was not relayed due to interruptions.
2328	01/03/03	21	Voice person was upset CA was typing everything heard to TTY answering machine. Customer would be embarrassed to have TTY person know customer said that. Explained CA was following protocol when typing everything that was heard.	01/03/03	Met with agent and observed computer screen and did indeed indicate to customer protocol was being followed. CA did indicate and demonstrate knowledge of typing everything heard to TTY user.
1832	01/06/03	24	Voice customer called into relay from work and heard TTY tones. Explained Relay system.	01/06/03	Explained and followed up with letter and brochure.
2347	01/08/03	3	Customer requested agent not to type answering machine or recording. CA did not obey order. Apologized for CA error and any frustration that caused.	01/08/03	Spoke with CA and CA realized they had made an error. CA had typed recording out of habit but realizes they need to follow customer instructions.
2349	01/13/03	3	Customer upset when CA did not wait for them to finish typing before dialing out. Apologized for inconvenience and explained that CA would be coached to wait for GA before dialing. Customer requested different agent.	01/13/03	Coached CA on proper protocol to wait for GA before dialing out. CA understood and was in error.
1833	01/16/03	24	Voice customer called into relay from work and heard TTY tones. Explained Relay system.	01/16/03	Explained how relay answers calls. Customer did not want further follow-up.
3321H	01/17/03	20	Caller said the speech to speech operator did not repeat what he said for outbound customer when they were not able to understand clearly. I apologized for the problem and let the caller know a complaint would be sent to agent's workplace. No callback was requested.	01/24/03	Spoke with CA concerning call. Agent now fully understands the procedure for speech to speech calls.
2361	01/18/03	3	VCO was upset with CA and said "CA is nasty. I asked her to slow down her typing because all was getting was X's and O's and #'s. She didn't slow down and kept doing whatever she wanted to do. She should be fired". I apologized for inconvenience and assured customer that CA did not intend for X's and O's and told her that for some reason the message on her machine was garbled. I said that CA was not aware of garbling as all the typing on our screen did appear clear. She was very upset with me as well and insisted we were lying. VCO said thanks for nothing and hung up before I could offer call back form customer service.	01/18/03	I did meet with CA. CA said she did turn down typing speed per customer request. CA also said line was cutting out at beginning of call and wondered if that could have anything to do with garbling. CA appeared to be following protocol exactly.

2361	01/18/03	17			
2368	01/22/03	4	<p>Caller very angry and concerned what CA was typing to their daughter (person they were calling). TTY seemed confused when CA typed request for supervisor. Voice person was angry that the CA was typing everything to the TTY and when the CA was asking for spelling. Would like follow up call. Apologized for inconvenience told person someone would call them back after meeting with the CA.</p>	01/23/03	<p>Call was being relayed with incident when talk concerning a show on TV came up in the conversation. CA typed everything heard but TTY was confused and asked the voice person to repeat what was said. When the conversation got to the name of the show the CA asked the voice to spell it clarity and avoid errors. But noticed it was the same as she spelled before. Voice person got irate, made off color comments at the CA and demanded CA's #. CA gave # and attempted redirection as well as redefined CA role. CA followed proper procedures. I called the customer back. Customer was very rude to me. Seemed angry in general, kept talking about being pro-life and other subjects. Let her vent and no further follow up needed.</p>
2368	01/22/03	17			
2367	01/22/03	17	<p>Caller upset that CA came across as "rude & nasty". Asked CA to hold on a moment but the CA kept announcing and re-announcing the call. The person was asking if the CA had a bad attitude and the CA typed everything to the TTY. Caller now is concerned that the TTY who called feels that something is wrong. Caller requests a follow up call. Apologized for the problem and per customer request assured them someone would call them back after the CA was met with.</p>	01/23/03	<p>No specific instructions other than # to dial given to CA by TTY. CA dialed out & voice person answered "can you pls hold?" CA announced a relay call Q voice person repeated "Can you hold please q" but stays on the line. Since voice person did not give yes/no answer CA repeats "Have you received a relay call Q". Voice is irate, repeats ps hld puts CA on hold. Comes back on the line CA re-announces call asks for familiarity of service - call finally starts. Due to difficulty in the initial set up the voice person is not answering CA's question "is that a GA q" Voice asks for CA #. Voice person eventually hangs up. Discussed initial set up problems with CA reminded CA if asked "can you hold pls q" CA can voice "one moment I'll type that to the caller." CA understands more options allowed in call set up relayed this call according to procedures. Called customer back customer was nice and just upset that the CA was rude.</p>

2365	01/22/03	9	Caller said that she was talking to the CA and the CA kept typing everything even though the voice caller didn't want them to. She said she spoke to a supervisor and they said they would call her back. She is very upset that she did not receive a call back. IB was upset and after explaining/venting she hung up. She wants follow up on her call ASAP. Apologized to the caller.	01/22/03	CA followed the correct procedures. Called customer back and informed of resolution.
2374	01/24/03	17	Voice customer was upset that CA was being rude, and customer would like something done about this and an apology. I told customer I would take all this info down and fwd to CA supervisor.	01/24/03	This customer was rambling at times & appeared incoherent. We have no CA with that #.
3355H	01/28/03	4	Internet user reports that agent did not respond after call was in progress. During call, there were long pauses and nothing typed. Advised customer complaint would be forwarded to supervisor.	01/30/03	CA coached to keep caller informed as to what was going on with call.
3365H	01/29/03	1	Customer gave agent the number to call and although it was typed clearly, the agent asked for the number again. Customer service rep. suggested there may have been a technical problem involved in transmission, but customer states it was CA error. Advised customer supervisor would receive a copy of complaint.	01/30/03	CA does not remember the call. Demonstrated proper knowledge when TTY calling to number is incomplete or garbled. Tried to follow up with customer over 10 times. Either busy or no answer.
3365H	01/29/03	3			

February 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2411	02/13/03	4	TTY wanted to know how the voice person sounded after the voice person had hung up. Informed TTY that the CA followed proper protocol in stating the CA no longer has that info after person hung up. TTY felt it was unfair and wanted this policy changed.	02/13/03	CA followed proper agent protocol of not divulging the tone of the call after the call was completed.
2411	02/13/03	14			
3439H	02/16/03	34	Speech to Speech customer attempting to reach bank was unable to do so through relay even when the reg 800 key is used. When I tried to call that number from this office the call was completed. Thanked the customer for calling in and let him know that I would have the techs check into this. Trouble ticket # 731121. Customer does not want contact. Customer called back to say that the CA was able to connect the call 1 time but as soon as the bridge person was on the call was lost.	03/14/03	TROUBLE TICKET results - was able to complete test calls w/o any problems. could not duplicate.
2416	02/16/03	5	Customer wanted to know the difference between TTY tones and fax tones. Supervisor tried to explain but customer hung up, redialed relay, got another agent and was abusive to agent. Supervisor again tried to explain difference between TTY and fax tones. When customer did not provide another # to dial customer was disconnected.	02/26/03	Agent followed the correct procedure.
2428	02/21/03	21	Customer was frustrated with processing a LD call using McLeod; some CA's process one way while others processed differently. Customer was trying to reach her family member and when CA chose McLeod as COC they reached a recording stating to number if CA chose all other options they reached a Spanish speaking recording. Would like to get this resolved. Apologized to the customer and assured that this will get resolved	02/21/03	Agent chose the correct COC. A trouble ticket should have been completed. No trouble ticket can be entered at this time because there is no specific call information available. Supervisor has been advised to complete trouble ticket in the future.
2430	02/22/03	3	Customer said CA took control of phone dialing. Would not hang-up when I said SK. Customer also said CA did not send ringing macro and therefore didn't keep customer informed. Thanked the customer for informing us of his experience.	02/23/03	Coached CA on proper VCO procedures when dialing out as well as keeping customer informed.
2430	02/23/03	4			

5391	02/24/03	4	CA did not follow through and spell last name of TTY user. There was difficulty of spelling which was confusing for TTY person and voice person. Voice person asked CA to spell and CA said was unable to participate in conversation. Lead apologized to customer and said she would like to be contacted and provided telephone number.	03/06/03	Agent is now aware of the revised policy of being able to voice the spelling of something typed during a relay call. After the request to spell has been relayed to the TTY user even if the TTY user's second typing includes no spaces. Attempted to reach the customer 3x at the provided number. Left name, number and consultation info on machine.
6398X	02/26/03	3	Agent kept asking what is the number. Apologized and said agent would be coached.	02/28/03	Agent does not recall this particular call. However stated that she would have requested TL assistance to get the #.
7628A	02/07/03	3	Agent would not dial the number I gave them. After giving them the #, they waited for a few seconds then hung up on me. Apologized to caller and assured them the supervisor would be informed.	02/28/03	Met with agent, but agent didn't remember this specific call or hanging up on the customer. Coached agent on the importance of processing calls for customers. The agent was made aware of the consequences of disconnecting calls. Explained to agent that if a call is disconnected either by fault or due to technical difficulties, a supervisor should be requested. A CA feedback form should also be filled out to document the incident. Also advised agent of the 3 seconds or less dial time, and the consequences of not dialing the number immediately.
2442	02/28/03	5	CA hung up on caller. Would like a follow up. Apologized to the customer for the problem informed caller the CA would be met with.	02/28/03	CA did dial out # requested live person and IB TTY caller disconnected. The CA then left message as instructed.

March 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
14009	03/03/03	3	The customer said they told the agent if someone answers to have the person tell person answering to give them a call back. The agent dialed the number and started to type the recording. Customer feels it should not matter if the call was answered by a person or an answering machine, the agent should have left a message. Team Manager apologized to the customer for the inconvenience. Customer does not wish for follow up.	03/17/03	Team manager advised the customer that when the agent reached a recording and not a live person the recording is typed. After the customer's requests agent did follow proper procedures because the voice person did not answer the phone.
1834	03/06/03	24	Called into relay from work heard tones.	03/06/03	Explained - does not want any further follow up.
2453	03/07/03	17	The caller stated that he placed a call about 5 minutes ago and heard a relayed call. Toward the end of the conversation, voice person stated that CA was rude. TTY then asked CA why she was rude after OB disconnected. CA replied that the information is no longer available. Apologized to the customer and requested clarification how and why CA was perceived rude. The caller couldn't elaborate.	03/07/03	Followed up with the CA. According to CA, was reading the TTY text to voice person and voice person was heard talking to someone and then return to the relay call. Voice asked what was said, CA re-read the last line/sentence and continued to relay what was heard after the call. TTY did ask CA the reason she was considered rude. CA did let TTY know that the info is no longer available. CA followed proper procedures.
1836	03/13/03	24	Called relay from work & heard TTY tones.	03/13/03	Explained to customer.
2472	03/27/03	33	Customer called into this center and requested a supervisor. She stated that Sprint customer service rep instructed her to get a supervisor and have a supervisor assist CA in COC call processing. Call was placed using McLeod as their COC and reached a recording requesting them to contact McLeod Customer service. I told the customer that I would follow up on this with appropriate personnel.	03/27/03	Agent follow-up is impossible. No agent number was written on contact form. This was a technical complaint.

3074-I	03/28/03	7	Customer advises that two agents were careless with dates and numbers with his business calls. Customer states the CA's need to be coached about the importance of spelling names correctly and making sure dollar amounts and account numbers are typed accurately. Customer states he uses the relay many times a day and he keeps tapes of conversation and he is usually quite satisfied with the service. Customer service rep typed a series of numbers and dates to customer and there was no garbling. He was able to read clearly and he advises he has had his VCO phone for only 5 months. Equipment is not the problem. CS thanked customer for calling with his concerns and advised the supervisor would be notified.	04/02/03	Coached agent on importance of typing exact message and to ask for spellings and pace the customer to assure correct numbers are typed. Coached second agent on importance of typing exact message and to ask for spellings and pace the customer to assure correct numbers etc are typed.
2446	03/01/03	21	Customer was angry because CA would not provide them with PST. CA gave them CST (which is the time zone this center is in). I gave the customer the current PST and explained that CA's are not allowed to give out time zone other than the one they are in. Customer hung up.	03/01/03	CA understands procedure for giving time and date and performed the correct procedure.
1835	03/07/03	24	Called 711 from work into relay, heard TTY tones.	03/07/03	Explained and customer did not want additional follow up.

April 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2480	04/03/03	17	Voice caller complained that when she asked the operator to repeat what the TTY said, the operator sighed. Was very rude and yelled back at her. She did repeat the TTY's message but talked extra slow in repeating it. Follow up requested. I apologized for any inconvenience this may have caused and said a supervisor would meet with the operator to discuss the incident. Caller thanked me and disconnected.	05/28/03	Followed up with the CA and CA stated that she has a cold and it makes her sound to voice person as being rude. CA acknowledged that she did re-voice the TTY message extra slow because she was attempting to enunciate clearly. CA was coached to be aware of the tone of her voice when relaying call, and that this is just call and shouldn't let any disruption frustrate her. Trich Shipley called customer with update.
2485	04/04/03	29	The customer stated that this is the second time it has happened this morning. The caller wishes to place a call to xxx xxx xxxx and reached a relay center. Customer wishes to get this resolved. Apologized to the customer and indicates the calling from number matched the calling to number he provided. Requested his calling from # and then placed the call. Reached relay center - notified that I will enter into TROUBLE TICKET. Meanwhile he could check with his local phone company to get this resolved. TT#842300	04/04/03	Apologized to the customer and indicated that the calling-from number matched calling-to number he provided. Requested his calling-from number and then placed the call. Reached relay center and notified them that I will enter them into trouble ticket. Meanwhile I suggested he should check with his local phone company to get this trouble ticket resolved.
3092-I	04/04/03	29	VCO experiencing garbling and text jumping on Ameriphone VCO. Customer working with Qwest tech Ameriphone employer and Sprint relay customer service to resolve the issue. Detailed test call information provided by customer calling MN relay using 711, 800# and VCO#. Problems using each number. TT#842374	05/22/03	Left message for customer at voice mail.
1838	04/08/03	24	Hearing person in jail couldn't call his deaf parents through relay.	04/14/03	Worked with jail administration and they have a TTY the hearing person can use on a jail administration line. Updated person who contacted me.
3105-I	04/09/03	26	A MN VCO customer called to say that he has Ameriphone VCO equipment and has turbocode turned off and requested agent also turn off Turbocode and he still got garble. But when talking to relay customer service he was receiving our type just fine. Yesterday he tried to make a call and the agent could not hear him. He hung up and retried the call and it went fine. He also had an answering machine message and it was garbled so that he could not make it out. Explained to customer that I would send a TROUBLE TICKET on this issue. Customer would like contact. TROUBLE TICKET# 1000853744	04/17/03	Reviewed ctrl V (disable turbocode) with the CA. She states she performed this on the call in question and the person said they still could not read her text. Received a call from Sprint technical and informed me that they are working on the problem and should be taken care of in the near future. Called customer and left a message and apologized and asked for them to contact me in the future if experiencing further problems.

1837	04/09/03	24	Customer heard TTY tones, PBX.	04/09/03	Explained to the customer. Customer understands.
2488	04/09/03	3	Customer upset that agent would not transfer him to the CA that the customer wanted. Customer wanted to confirm info from a call placed a few minutes ago. Customer upset that supervisor would not transfer him to that CA and supervisor would not ask CA about the call in question.	04/09/03	Told customer I understood concern but explained it is not possible to transfer to specific CA and that relay has no records of past calls so specific CA would not be able to confirm or deny any past call info. CA properly attempted to redirect caller for a # to dial before customer requested supervisor. Customer hung up while supervisor was attempting 3rd time to explain his requests were not possible.
3107	04/10/03	26	VCO customer states he has garbling with call through Minnesota Relay. Customer provided two MN agent ID numbers from today's calls, and he states he wants the problem resolved. Customer said he has called to RCS three times since this problem with garbling has started, and the typing he receives from the customer service reps is perfectly clear, so he knows it is not a problem with his Ameriphone. Customer Service rep apologized for the frustration he is experiencing and advised another trouble ticket would be opened. Trouble ticket number is 100085540.	05/22/03	Problem fixed, per technician. Left customer message.
3112-I	04/11/03	26	Several MN customers are getting garbled messages when using MN relay service. Previous TROUBLE TICKET for this customer on 4/10. VCO customer would like MN tech to call him. Assured that a 2nd TROUBLE TICKET would be turned in letting the tech know to call at 9am Monday. TROUBLE TICKET# 1000859231	05/22/03	Problem fixed, per technician. Left a message for customer.
2489	04/11/03	17	Voice caller said she had placed a call and was talking for 45 minutes to 1 hour and could hear the CA huffing and puffing like the CA wanted to get off the phone. Said she felt like she was being pressured to hurry her call. Said she normally isn't a complainer but that she should be able to talk for 6 hours if she wants and didn't appreciate the CA being rude. Also could hear CA's talking when switching agents. Apologized and told her the CA would be coached by her supervisor. No follow up requested.	04/12/03	Coached CA on being sure to remain transparent and maintain a polite and professional attitude at all times.
1839	04/15/03	24	Customer called relay from work and heard tones.	04/15/03	Apologized to the customer and explained. Customer understands.
2496	04/20/03	17	TTY user wished to report verbal abuse by CA. Said they asked for the CA's supervisor but he refused. Apologized to the customer and assured that the CA would be spoken to.	04/20/03	CA recalls this particular call and stated same language used in the

4147Z	04/20/03	29	Customer said : Ten minutes ago we got cut off several times, operator heard static, person calling could not hear the static. My equipment was fine, problem is on your end and I want to know why. Have you tech call and tell me why relay has this problem.	05/27/03	Team Leader wrote : I called directly, got a wonderful connection. She can be a little hard to understand due to her voice, but there was no static. Wires and phone were checked by the phone company, and no problems were found on that end. Always static with relay. I called the consumer and updated her that all checked out fine (per Sprint). She said she would call back if she had any further issues.
3155-I	04/24/03	29	VCO customer is very upset that his LD calls will not go through. He has Frontier for LD (all others) in database. He said this happens 2 or 3 times. Apologized for the frustrating situation and asked him to check with his LD carrier and to type to make a call again through relay & call us back with the agent number etc. I checked the preferred billing method and it said sent paid there are 4 billing restrictions that are checked even though this state does not allow for them. I thought this could be causing the problem and took them off but when I tried to do a test call it would not go through. Then I pulled the customer notes on my test call into my terminal and all of the sudden Sprint is marked for his LD carrier. It had not been marked just a few minutes ago. I changed it back to all others. I tried to make a call again and it still would not go through. I did a TT# 887057. No customer contact needed.	04/28/03	Issue resolved per trouble ticket #842374.
3154-I	04/24/03	26	VCO user experiencing garbling problems for past 2 weeks. Apologized that customer is experiencing problems. Advised TROUBLE TICKET would be forwarded to relay tech to research garbling problem. Customer expects contact from relay tech and MN account manager. TT#886687		Ticket closed per relay tech. We think problem is fixed now. Called customer with this information.
1840	04/24/03	24	Caller lives in GA but likes to use MN Relay but cannot get his computer to connect to MN.	04/24/03	Apologized for the inconvenience and I provided computer protocol.
1841	04/28/03	24	Called relay from work. Heard tones. PBX	04/28/03	Explained to customer.

2509	04/30/03	3	<p>TTY customer was upset that CA didn't follow his instructions. He said he asked the CA if 866 #'s are toll free and the CA responded invalid #. He said he asked again if 866 number is toll free and the CA asked for the # he was calling to. He gave her the whole number; he didn't want it dialed but she dialed anyway. He said a recording answered and he hung up. Customer would like a follow up call. I thanked the customer for taking the time to bring this to our attention. I let him know 866 #'s are toll free, and that I would follow up with the CA. Customer would like a follow up call.</p>	04/30/03	<p>Discussed the call with CA. She said she misunderstood and customer wanted the # 866 toll free. I coached CA on 866 etc and CA was able to demonstrate correct procedure. Returned call to customer and apologized for his frustrations and explained that CA understands and I thanked him for the call.</p>
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May 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
3201-I	05/07/03	26	CO customer experiencing garbling through MN Relay. Customer has had CO dedicated line for past few weeks, using Ultratec CO phone. Apologized for problem encountered. Advised complaint would be forwarded to management and trouble ticket would be sent to relay tech. TROUBLE TICKET number 914186. Customer requests contact from MN account manager regarding this issue.	05/29/03	Account manager talked to customer, who has exchanged her phone for an Ameriphone, which works for her now.
1842	05/08/03	24	Called relay from work. Heard tones. Apologized.	05/08/03	Explained to the customer and the customer understands.
3204-I	05/08/03	3	Caller upset that CA did not follow instructions and keep him informed when the answering machine message was left. Also said that CA had many typos and spelling errors. Thanked customer for taking time to let us know and that a supervisor would follow up with the agent. Customer does want a follow up.	05/08/03	Spoke with CA and she said customer called in and gave message to leave before dial out. CA dialed and informed them leaving message and TTY said they had wanted CA to type out message. Assistant supervisor helped and informed CA to type to IB that when message is given ahead of time in order to be able to leave message without redialing. CA is unable to type message on answering machine. CA then redialed to type out answering machine message. CA followed proper procedures and demonstrated proper call processing procedure. Unable to follow up with the customer as there was no number given.
3204-I	05/08/03	4			
3204-I	05/08/03	5			
3204-I	05/08/03	7			
2519	05/12/03	21	TTY customer was upset that agent dialed a wrong number. Agent dialed last 4 digits incorrectly. TTY customer also had other concerns about his number being given out by agents. He would like a CRO person to call him back regarding this trouble ticket. Customer would like a call back. I apologized to the customer for the misdial and told him I would follow up with the agent and would refer his call back to CRO.	05/12/03	Coached CA on carefully checking number's before dialing out. CA will be more careful. After speaking with the customer it is safe to assume the CA didn't do anything wrong and had followed procedure.
2520	05/13/03	6	VCO user said CA made many spelling errors on her call and that it made it very difficult to follow the conversation. Apologized to the customer for the inconvenience and said CA would be coached on pacing to help prevent spelling errors.	05/13/03	Spoke with CA and coached on how pacing can help with spelling errors and the importance of having as few spelling errors as possible. CA understands and said would try to pace more often.

3245-I	05/20/03	26	MN VCO customer continuing to receive garbled messages when calling from his workplace. Previous complaint and trouble ticket was entered. Customer experiences garbled messages on 30% of his calls. He was advised problem would be resolved by 5-16-03 but problem still exists. Customer losing patience. Customer does not experience problems from residential phone, only work phone. His employer, Qwest, and relay tech have tried to solve problem without success. Trouble ticket number 942752. Customer requests contact from account manager ASAP.	05/23/03	Trouble ticket results - Tech made changes on line. Problem should now be fixed, per Tim Smith. Called customer and informed him of the resolution.
4170Z	05/21/03	20	CA couldn't do all the talking and was impatient during speech to speech call. Apologized for the inconvenience. Will pass on to an appropriate supervisor for coaching. The caller was satisfied.	06/05/03	Unable to follow up with the agent as there is no agent with that agent number. No further follow up possible. Unable to contact customer as there was no contact info.
4170Z	05/21/03	21			
1846	05/22/03	24	Called into relay from work. Heard tones. Apologized to customer.	05/22/03	Explained to the customer and the customer understands.
1845	05/22/03	24	Called into relay from work. Heard tones. Apologized to customer.	05/22/03	Explained to the customer and the customer understands.
1844	05/22/03	29	Two TED Program consumers called because the VCO phones they have wouldn't work with relay over the weekend. They both told the caller that Sprint told them they were having problems over the weekend. Apologized to the customer.	05/20/03	I emailed MN account manager asking for an update since I heard of nothing. Tech contacted me back - small CPB issues over weekend. Updated the customer and invited her to call back or have the consumers call me if problems continue.
2541	05/25/03	21	HCO customer told CA that TTY tones were coming across that he could hear. CA fixed problem then continued to ask if problem was fixed. Customer feels CA was not paying attention to what he was typing. Thanked the customer for info. Would like a call back.	05/27/03	Met with CA who said a TL assisted with this call. All procedures were followed. CA and outbound did not hear any tones. CA was coached on paying attention to what customer was requesting as complaint was not about tones - it was about paying attention. Followed with the customer and informed of the resolution.
3269-I	05/29/03	21	Customer was upset because the agent would not give her their name. Customer did not have agent IDS number. Apologized to the customer and informed her about getting agent ID numbers. No follow up requested.	05/29/03	No follow up possible. No name, phone number or agent ID number.

3252-I	05/23/03	29	<p>Resubmitted from previous TT as it was not saved correctly in the system. Voice customer called into RCS and made changes to her call notes. Notes were entered by the agent, and 30 minutes later the customer called in and complained that other agents weren't following those notes. When the information was brought up in the TRS it was showing that the notes had tripled themselves, causing some of the notes not to show to the agents correctly. This problem has happened before when logging TRS information. A trouble ticket was turned in previously, but must have saved incorrectly. New trouble ticket for this complaint is 951664.</p>		<p>Trouble ticket results - Tech dropped a call into his test position with customer's number, and the notes show correctly. Due to the age of this issue and lack of details, tech can't give a good answer for why this occurred. Perhaps the notes didn't show for the MN agents because of an ORB issue in SD, maybe it was a slow network, or maybe there was an issue with a hub. Tech has no way of knowing most of those answers at this point. Tech also doesn't know who was originally working the ticket, so tech has no idea who to talk to to see what work has been done. Perhaps the issue was caused by three agents entering customer notes 3 times before the information got replicated to all the other ORBs. Perhaps everything would have been fine if the customer had waited for more than 30 minutes before expecting her notes to appear. Tech can't know at this point, and can only say it works now.</p>
2536	05/23/03	21	<p>Customer called a business, and reached a receptionist. Receptionist transferred the call to the person the TTY customer wanted to talk to. The TTY user reached voicemail. Agent typed out the message, then hung up. Customer typed out her answering machine message. Agent verified that the message was to go to the same voicemail. Agent redialed and told the receptionist to transfer to same voicemail. Receptionist asked questions instead of transferring. Agent had to start relay (garbled text at this point). TTY customer then asked why the agent didn't leave the message. Agent maintained transparency and continued to relay the call. TTY customer became upset. Agent directed the TTY user to speak directly to outbound. Inbound customer continued to try to get the agent involved. Once outbound voice caller disconnected, the supervisor got on line and explained policy. Customer was unhappy with the policy.</p>	05/23/03	<p>Agent followed correct procedure. Team leader tried to call back the outbound customer to explain the policy and left several messages, but got no reply from the customer.</p>
3256	05/26/03	26	<p>MN VCO customer is still having the same garbling problems even though he was told the problems were fixed. He gets the garbling when dialing 711 and getting the MN agents. Requested the trouble ticket be reopened. Customer wants return contact on this. Trouble ticket is 952267</p>	06/05/03	<p>Suspended as of 5-27-03. Recommendation made that customer should turn off high speed feature. I called this customer and advised him to turn off the high speed on his Ameriphone by pressing the F-7 key.</p>